

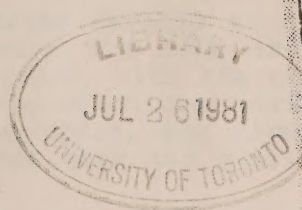
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Government
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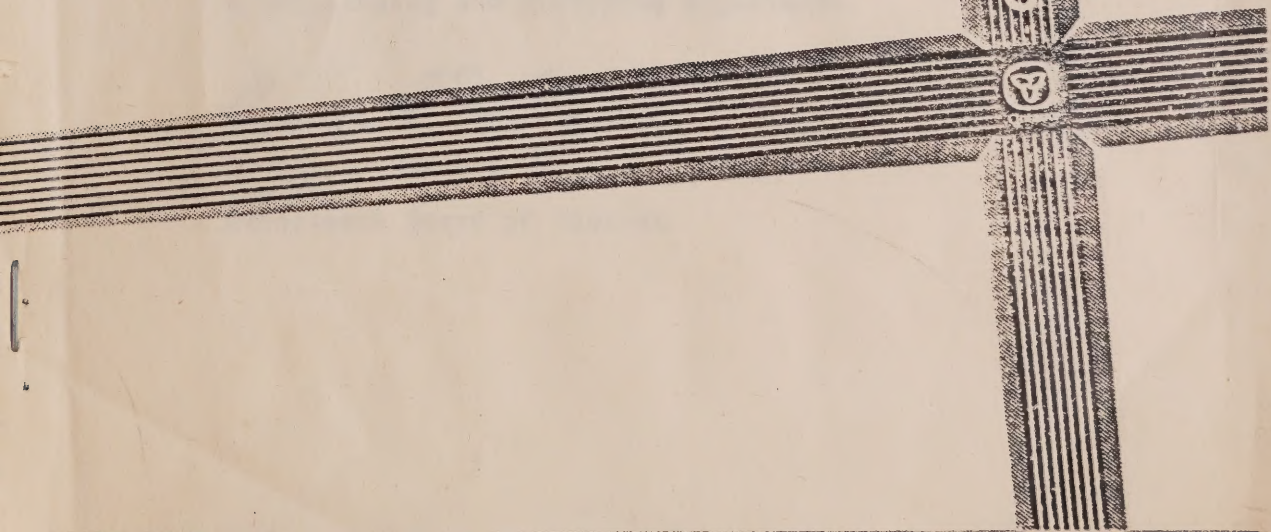


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Civil
Service
Commission



ORIENTATION
Handbook



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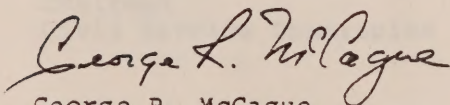
W E L C O M E !

It is my pleasure to welcome you to the Ontario Public Service and to wish you every success in your career in government.


Considerable effort is being devoted to help familiarize new employees with the role and work of government, and in particular, with the programs of the specific Ministries for which they work. For us in the Civil Service Commission, one direct result of this ongoing effort has been the publication of the Orientation Handbook.

Given the special nature of the Commission as "The Employer" for the entire Ontario Government and its nearly 70,000 employees, our staff is in a unique position to acquire a broad understanding of the complexities of management of a very large and diverse workforce. The Orientation Handbook is an important tool as it enhances the effectiveness of those in the Public Service instrumental in helping other civil servants better understand their responsibilities and rights.

The effective sharing of information is, in my view, essential to the development of an effective workforce to service the people of Ontario. Through your work, you will be contributing to our mutual effort, and in the process, I hope you find it to be a challenging and rewarding experience.



George R. McCague
Chairman
Management Board of Cabinet



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W E L C O M E !


I would like to take this opportunity to welcome you as a new staff member to the Ontario Civil Service Commission.

This orientation booklet is designed to give you a general understanding of the various program areas within the Civil Service Commission.

By outlining our various program areas, it is intended to help you gain a better understanding of our responsibilities to serve the needs of management in line ministries for appropriate guidance in personnel-related matters, as well as to serve the needs of the government as an employer of nearly 70,000 people serving the Ontario public.

I wish you every success in your work with us. I trust that, in contributing to the public service, you will find opportunities to develop your own personal abilities.

Kind regards,

A handwritten signature in dark ink, appearing to read "G. H. Waldrum". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

G. H. Waldrum
Chairman
Civil Service Commission

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CIVIL SERVICE COMMISSION

ORIGINS AND GOALS

The Civil Service Commission was created by The Public Service Act to develop guidelines and definitions for administration of employees in the Ontario Public Service, and to address issues related to these.

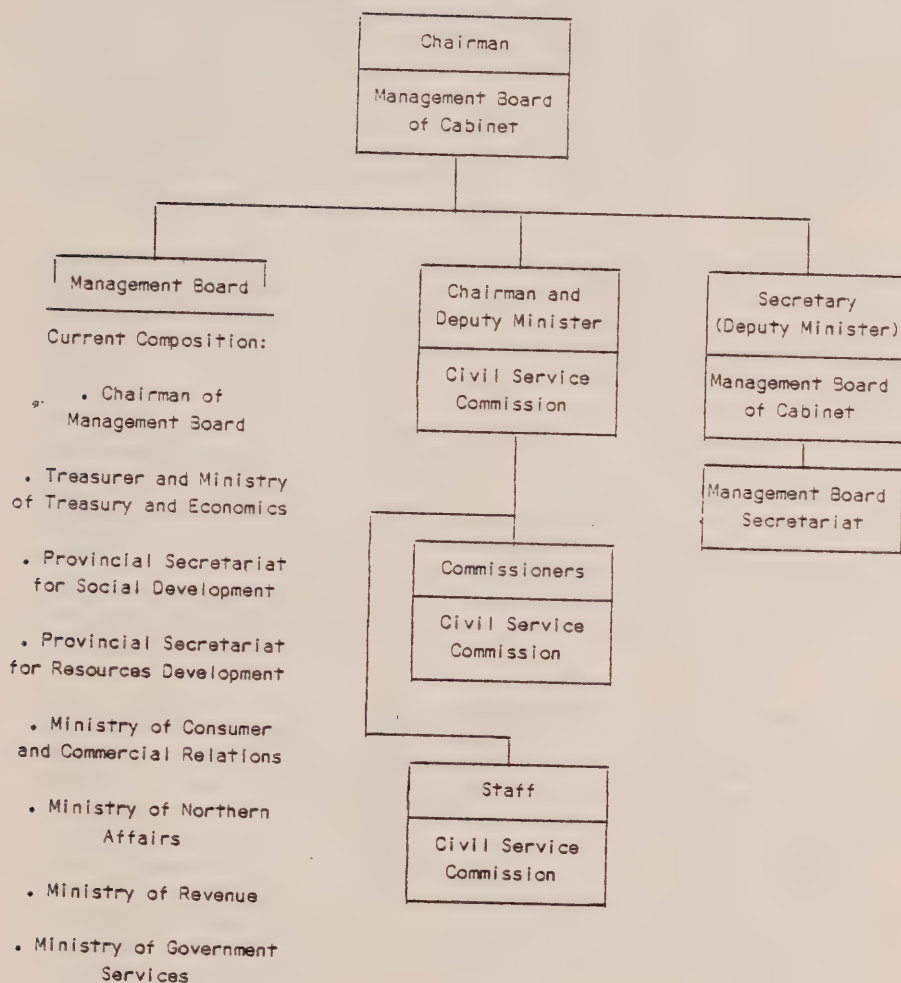
Although the Commission is often referred to as the central personnel agency of the Ontario Government, much of the actual personnel administration such as classification and staffing is delegated by the CSC through the deputy ministers of various ministries to ministry personnel branches.

The CSC does, however, retain the policy-making function with regard to "people management"; and it is therefore our task to ensure that the programs of government can be staffed with the appropriate number of qualified and motivated people so that services are able to be properly delivered to the public.

In its capacity as employer, the government must also ensure that the treatment of its employees is equitable in terms of pay, benefits, and working conditions. At the same time, these employee-related expenditures must be consistent with the responsible use of public funds.

Thus, corporate personnel management in government operates within somewhat different parameters than the private sector in that it recognizes the need not only for effective program delivery, but also for sound employment practices and the acceptable use of public monies.

GENERAL ORGANIZATIONAL STRUCTURE

MANAGEMENT BOARD OF CABINET

CIVIL SERVICE COMMISSION

ORGANIZATIONAL RELATIONSHIPS

The Civil Service Commission, as all ministries and agencies of government, reports to a cabinet minister. However, this specific cabinet post is not titled "Minister of the Civil Service Commission". Instead, the minister's title is "Chairman of the Management Board of Cabinet". "Management Board" is a committee of cabinet which is responsible for coordinating the financial and administrative operations of the Ontario Government and for representing the government as an employer.

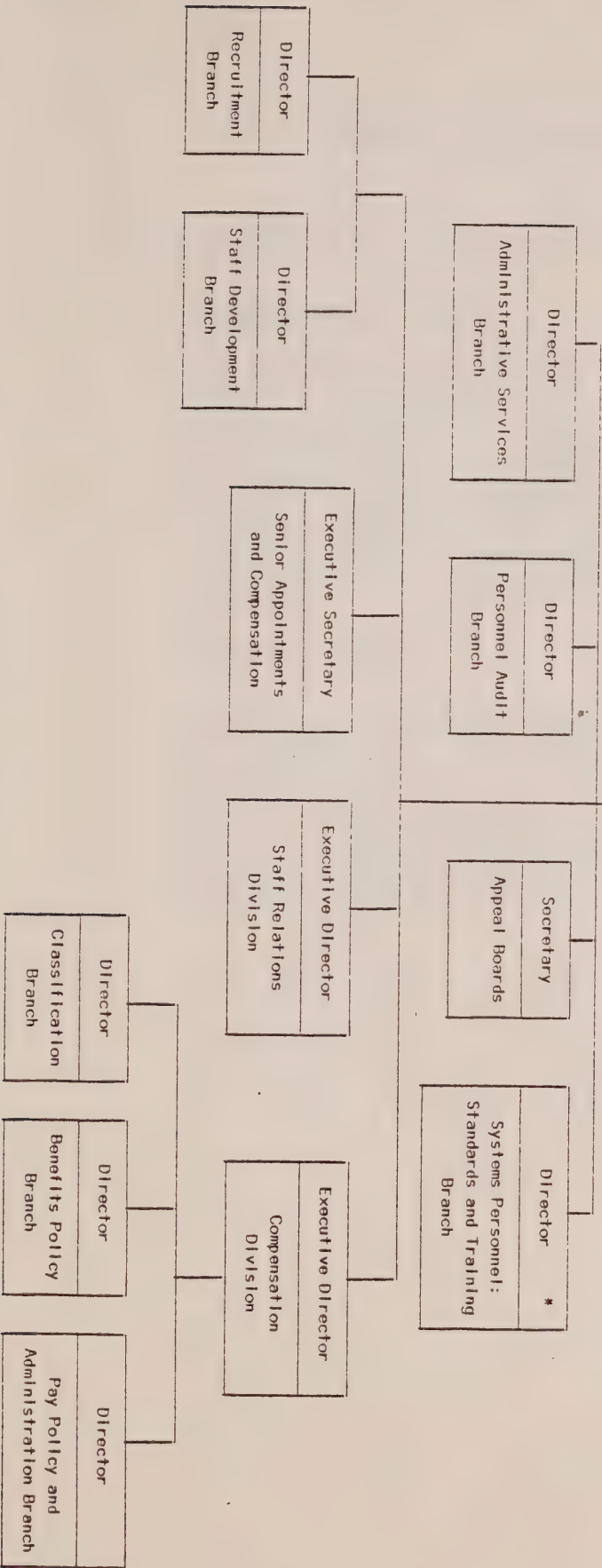
Reporting directly to the Management Board of Cabinet are separate organizations, each headed by an individual with full rank and status as a deputy minister: the Management Board Secretariat, headed by the Secretary; and the Civil Service Commission, headed by the Chairman. Management Board Secretariat coordinates the administrative policies, including the budget estimates for each ministry and government program. The Civil Service Commission is responsible for corporate personnel policy. The two bodies work closely together on policies which affect the employees of the Ontario Public Service, particularly as the Management Board of Cabinet is defined by law as representing the government as employer.

The Civil Service Commission itself is divided into two parts: the Commission, with its board of six Commissioners; and the staff of the Commission. The Commissioners' responsibilities can be summarized as follows: to ensure the continuance of the concepts of public service; e.g., the merit principle, equitable treatment, and appropriate pay. The staff of the Commission, through mechanisms consistent with relevant legislation, develop policy which can attract and maintain the appropriate quality, number, and distribution of staff to deliver government programs.

Chairman
Management Board of Cabinet

Chairman and Deputy Minister
Civil Service Commission

CIVIL SERVICE COMMISSION
STAFF ORGANIZATION CHART



OFFICE OF THE CHAIRMAN

The Chairman of the Civil Service Commission has two primary responsibilities:

A. As Chairman of the CSC

The Civil Service Commission is a forum of senior civil servants and includes a private sector representative, all appointed by the Lieutenant Governor in Council. The Chairman and Commissioners are responsible for the overall policy development and implementation of personnel matters involving the merit principle, the appropriateness of compensation, performance appraisal, performance management, and staff training and development (see also pages 8-9).

B. As Deputy Minister

The staff of the Civil Service Commission consists of civil/public servants responsible to the Chairman for the ongoing development and administration of personnel policies, as required generally by the Ontario Public Service. As deputy minister of this staff, the Chairman is responsible to the minister for the overall administration of the divisions and branches of the Civil Service Commission.

CIVIL SERVICE COMMISSION

POLICY AND DECISION-MAKING PROCESSES

A. General Procedures

When a particular section of the Commission develops a policy paper, the procedure for its adoption and implementation begins with submission to the Branch Director. Each Branch Director is designated a "subject authority" for particular areas of personnel, as set out in the Manual of Administration. Subject authorities must ensure that all matters, including those from other branches and ministries and the Personnel Council, which may impact on a particular policy, are considered, and that policies are kept up to date in the manual.

The proposed policy is reviewed at the divisional level (where appropriate), then directed to Senior Management Committee for review. If approved by Senior Management Committee, the policy is then submitted to the Civil Service Commission itself for approval. If there are financial implications to the policy, or if the policy requires Order-in-Council approval (Cabinet), the policy must also be reviewed by Management Board.

Once these approvals have been obtained and, provided the policy has not yet been developed for publication in the Manual of Administration, the Branch Director has a draft policy/procedural statement drafted. In all cases, the final wording is subject to review by Senior Management Committee.

In addition, the Chairman may decide to review a proposed policy with the Deputy Ministers' Council.

Once approved, the policy, procedure, and/or interpretation is issued by the Chairman, usually with the relevant pages of the Manual of Administration attached.

POLICY AND DECISION-MAKING PROCESSES (continued)

B. Decision-making Bodies/Discussion Forums

1. THE CIVIL SERVICE COMMISSION

Composition

The Commission is headed by the Chairman and consists of six part-time members, known as Commissioners, primarily appointed from the senior executive structure of the Ontario Government, but also including a representative from the business community.

General Information

The Chairman and Commissioners meet weekly, or as required by the Chairman.

The Commission itself is established under The Public Service Act, and is the formal decision-making body for a wide range of matters delegated to it under The Public Service Act.

In addition, the Commission meetings are:

- . a forum for discussion and the exchange of ideas
- . an opportunity for the Chairman and senior Commission staff to report on current programs and activities in which staff are involved.

Meeting Administration

The Executive Assistant to the Chairman is recording secretary to the Commission; all aspects of normal agenda administration are the responsibility of the Administrative Services Branch, Office of the Civil Service Commission Secretariat.

POLICY AND DECISION-MAKING PROCESSES (continued)B. Decision-making Bodies/Discussion Forums
(continued)

The agenda is prepared for each meeting in the following order:

- . Preliminary matters (includes the approval of minutes of the previous meeting)
- . Discussion items (includes the consideration of policy papers and matters of personnel administration)
- . Delegated items (includes those items of a routine nature which the Commissioners have delegated to the Chairman, such as the approval of certificates of appointment, etc.)
- . Information items (includes those items which are of interest to the Commissioners, but where no discussion is anticipated)
- . Other business

2. SENIOR MANAGEMENT COMMITTEE

General

Established by the Chairman, members include specified senior staff of the Civil Service Commission.

This meeting precedes the Civil Service meeting and is designed to brief the Chairman and ensure a broad review of matters being directed to the Commission itself for ratification and/or further approval. It is also designed as a forum for reviewing key issues facing the Commission and as the final decision-making body on internal management of the Commission.

POLICY AND DECISION-MAKING PROCESSES (continued)

B. Decision-making Bodies/Discussion Forums (continued)

Meeting Administration

The Director, Administrative Services Branch, acts as recording secretary and all arrangements vis-a-vis agendas are managed by the Office of the CSC Secretariat in the Administrative Services Branch.

3. GENERAL STAFF CONFERENCE

General

Established by the Chairman, members include all executives within the Civil Service Commission, certain designated managers from the Administrative Services Branch, and the Chairman of Personnel Council. The conference meets bi-weekly.

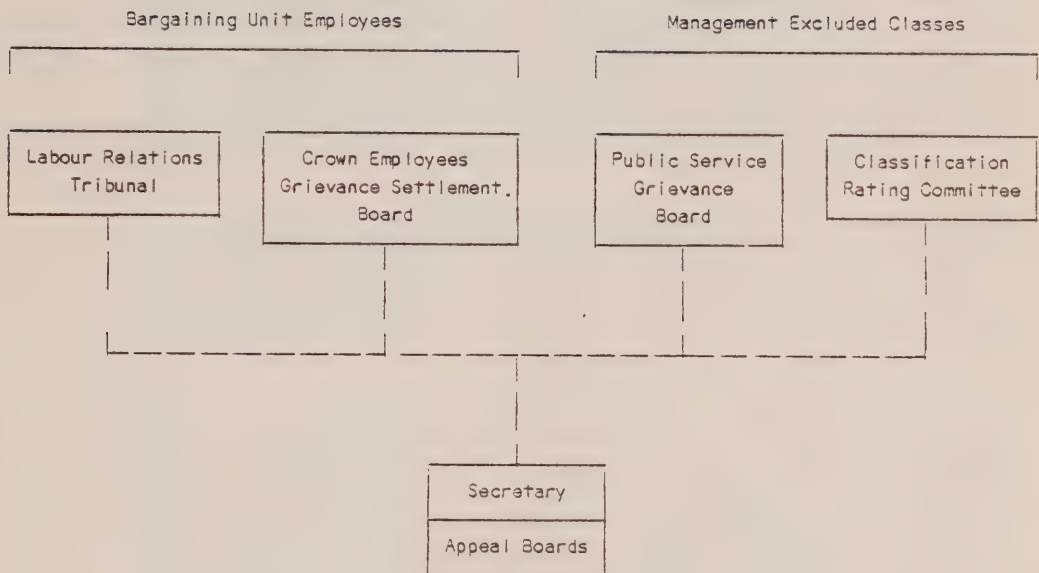
The purpose of these meetings is three-fold:

- . to provide for a regular exchange of information on all Commission programs and activities;
- . to provide the opportunity for a general review and discussion of specific subjects/activities;
- . to introduce new staff members to Commission management generally.

Meeting agendas are designed to provide for regular information exchange or to focus on specific topics.

Meeting Administration

The Director, Administrative Services Branch, acts as recording secretary; all agenda preparation, etc. is managed by the Office of the CSC Secretariat.

APPEAL BOARDS

PUBLIC SERVICE APPEAL BOARDS

For those employees in the bargaining unit, the OPS Labour Relations Tribunal and the Crown Employees Grievance Settlement Board are established under the Crown Employees Collective Bargaining Act to settle disputes arising from such employees or their bargaining agents. The Tribunal deals with questions of union representation; fair bargaining practices by both management and union; disciplinary action against both management and union; and decisions as to who is in or out of the bargaining unit. It also administers the act by overseeing the collective bargaining process and the resulting agreements between the employer and the bargaining units.

The Grievance Settlement Board deals with employee grievances such as dismissal, suspension, promotion, demotion, transfers, salary increases and the like, including union policy grievances requiring interpretation of the collective agreements between the bargaining unit and the employer.

The Crown Employees Collective Bargaining Act (CECBA) governs collective bargaining between the crown represented by Management Board of Cabinet and crown employees in the various ministries and crown agencies. A number of unions represent the different bargaining units among crown employees. The largest of these is the Ontario Public Service Employees Union (OPSEU), which represents all public servants (civil servants and unclassified staff) who are subject to collective bargaining.

The Public Service Grievance Board and the Classified Rating Committee were established under The Public Service Act, and perform similar functions as the Grievance Settlement Board for some persons in classes or positions excluded from the bargaining unit.

CSC employees who are not in more senior management positions may present their grievances on working conditions, alleged unfair disciplinary action, or dismissal, to the Public Service Grievance Board. The Chairman of this board is not a civil servant and no more than one civil servant sits on the board at any one time.

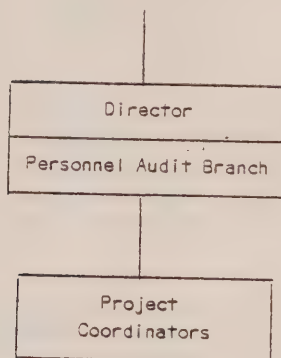
PUBLIC SERVICE APPEAL BOARDS (continued)

The Classification Rating Committee deals solely with job evaluation matters and usually sits with one member from a ministry not involved in the grievance.

These boards and tribunals are composed of persons who do not have a direct interest in the dispute and are able to decide the issue impartially. With minor differences, all of the decisions reached by the appeal tribunals are final and binding on the parties, although dismissal cases appearing before the Public Service Grievance Board may be referred to the Lieutenant Governor in Council.

PERSONNEL AUDIT BRANCH

Chairman
Civil Service Commission

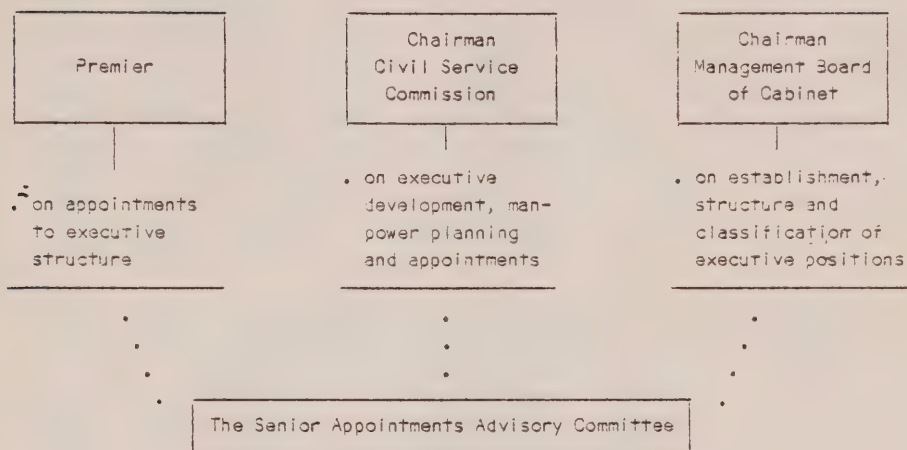


This branch is responsible for auditing the application of corporate personnel policies and procedures developed by the Civil Service Commission, on a service-wide basis. Due to the size and scope of the Ontario Public Service and the wide range of its personnel policies, most audits are carried out on a sampling of ministries or subject material.

The personnel audit program has three primary objectives:

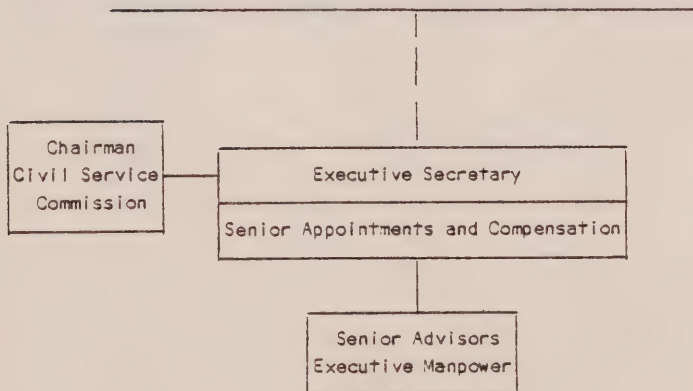
- (a) to identify and evaluate ministry and service-wide patterns of compliance in the application of corporate personnel policies and procedures as a basis for corrective action where necessary;
- (b) to identify potential for improvement in the policies controls and administrative practices of the personnel systems examined;
- (c) to communicate findings and recommendations objectively and in a manner which will facilitate corrective and/or constructive action by the ministries and/or the Commission.

SENIOR APPOINTMENTS AND COMPENSATION SECRETARIAT



Current Composition:

- Deputy Minister, Office of the Premier, and Secretary to the Cabinet
- Chairman, Civil Service Commission
- Secretary to the Management Board of Cabinet
- Deputy Treasurer and Deputy Minister of Economics
- Deputy Provincial Secretary for Social Development
- Deputy Provincial Secretary for Justice
- Secretary, Policy and Priorities Board of Cabinet



SENIOR APPOINTMENTS AND COMPENSATION SECRETARIAT

The management of an organization as large and diverse as the Ontario Public Service calls for a high level of executive skill. Special attention must be paid to the recruitment, placement, and development of such skilled people if the government's programs are to be administered efficiently. This is the function of the Office of Senior Appointments and Compensation, whose Executive Secretary reports directly to the Chairman of the Commission.

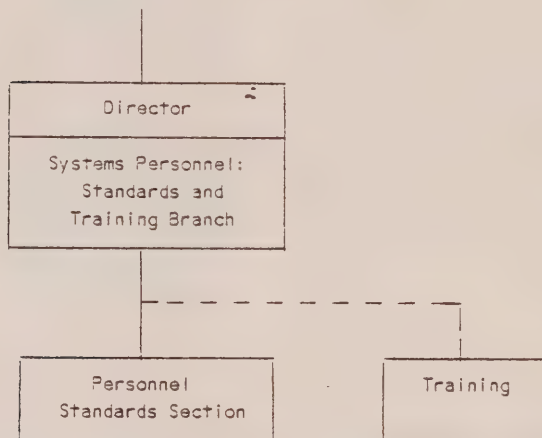
The Office is responsible for policy development on executive staffing, compensation, and development; the provision of staffing services to fill vacancies in the executive classes; service-wide control of the establishment and classification of executive positions; the design and implementation of corporate executive development programs; and coordination of participation in executive development activities outside the public service.

Staffing and development activities are facilitated by an inventory within the Office which contains information on the career histories, aspirations, and potentials of all executives in the Ontario Public Service. This inventory makes possible the consideration of all qualified executives when senior vacancies must be filled.

This office also provides the secretariat of the Senior Appointments Advisory Committee (SAAC), a committee of senior civil servants who advise the Premier on the appointment of deputy ministers and heads of agencies, boards, and commissions, and who assist and advise the Chairman of the Commission on all matters relating to executive staff in the public service.

SYSTEMS PERSONNEL: STANDARDS AND TRAINING BRANCH

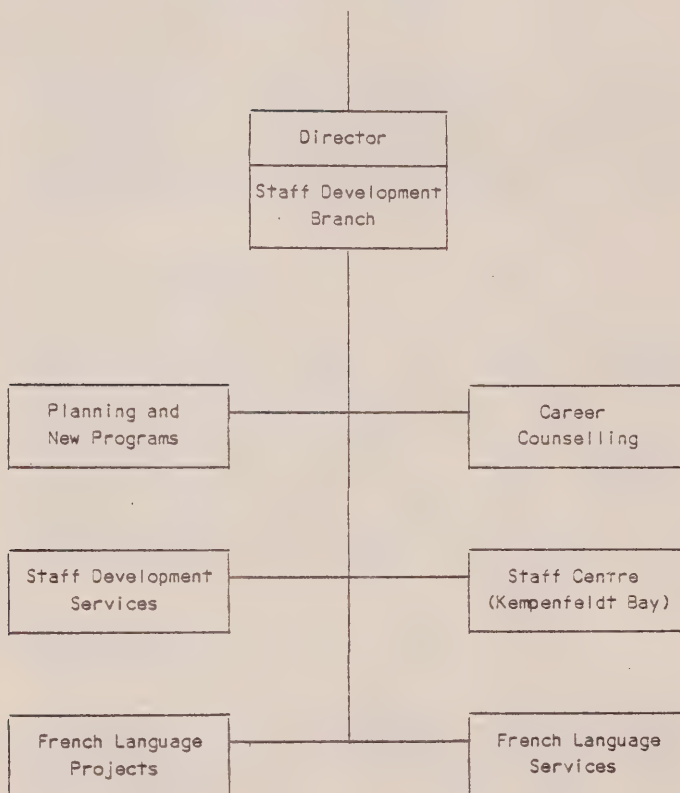
Chairman
Civil Service Commission



This branch was set up in 1978 for a three-year period in order to provide direct service to improve personnel management for the systems community. During the past two years, the branch has worked to develop and implement change within the systems community to bring this area in line with other organizations within the government. The work has included the completion of a broadbanding project for employees within the systems community, delegation of recruitment to ministries, and programs related to performance appraisal, training, and manpower planning. This particular project will be completed at the forecast date of March 1981.

STAFF DEVELOPMENT BRANCH

Chairman
Civil Service Commission



STAFF DEVELOPMENT BRANCH

This branch assists Ontario Public Service managers and employees in optimizing their levels of performance. Six sections are involved:

A. Planning and New Programs

This section provides policy, research, development, and implementation of such human resources issues as manpower planning, career development, staff training and development, performance appraisal, assessment centre techniques, and the quality of working life.

B. Career Counselling

Here OPS employees are assisted in identifying and realizing their full career potential by implementing an appropriate career development program, ideally with the assistance of the employees' supervisors. This section also coordinates the development of policies on all aspects of employee counselling and provides administrative services to the Advisors Committee on Alcohol and Drug Abuse.

C. Staff Development Services

This section develops and maintains courses, seminars, and workshops appropriate to the training and development needs of OPS employees. These may be designed for a particular ministry or for the public service in general. The service is provided to all ministries, boards, agencies, and commissions on a charge-back basis. There is no cost to individuals participating in the approved courses. This section also provides consulting services to assist in solving organizational problems by enabling the identification, analysis, and solution of problems by members of the client organization.

STAFF DEVELOPMENT BRANCH (continued)D. Staff Centre

The staff centre is located at Kempenfeldt Bay near Barrie and provides residential facilities which cater specifically to seminars, courses, and other OPS meetings. Rooms (usually double-occupancy), meals, classrooms, and audio-visual equipment are all provided at costs which easily compete with private enterprises offering similar total facilities.

E. French Language Services

This group provides the appropriate language learning experiences for those employees in the Ontario Public Service who require a working knowledge of the French language. Participants progress at their own learning rates to bring their knowledge of the language up to a working level commensurate with management requirements. This service is provided to the ministries on a cost-recovery basis.

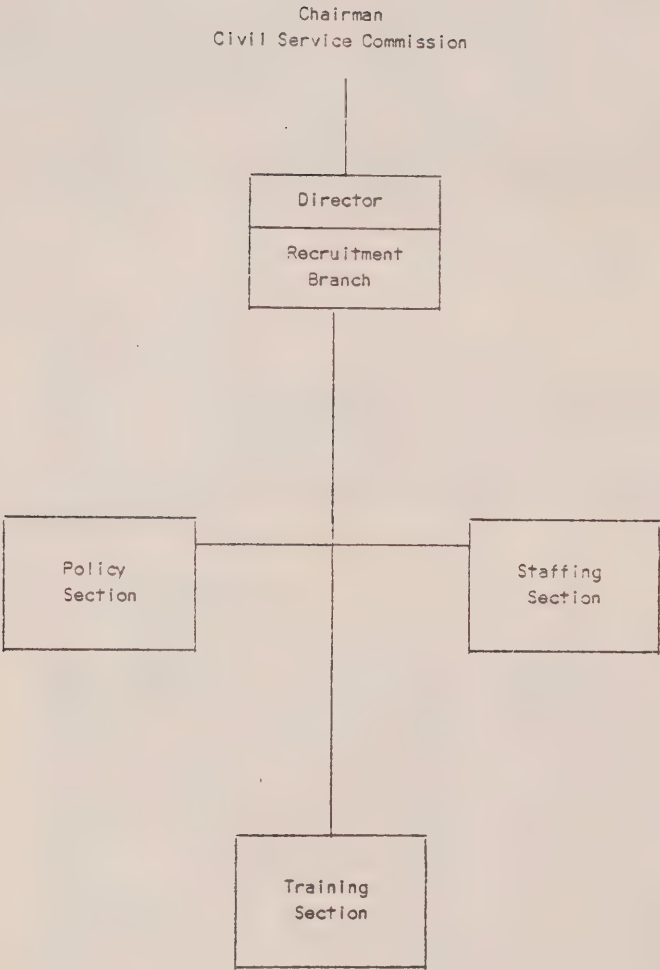
This area is also given responsibility for the Ontario-Quebec summer student exchange program, and has arranged or coordinated a number of civil servant exchanges between these two provinces.

In addition, a senior officer of this section is engaged in determining the operational requirements for French language training throughout the province.

F. French Language Projects

Currently, this area is making a special effort to improve customer service in French, particularly in designated bilingual areas of the province. Pedagogical development and advice is also provided here.

RECRUITMENT BRANCH



RECRUITMENT BRANCH

The Recruitment Branch has, as its primary objective, the maintenance of the merit principle in staffing in the Ontario Public Service. It achieves this objective through the provision of policies, procedures, guidelines, and standards for application by the ministries, boards, agencies, and commissions of the Ontario Public Service. It provides a full range of staffing services to these ministries, agencies, boards, and commissions and staffing training to the personnel administrators and line managers of the Ontario Public Service.

This branch is divided into three sections:

A. Policy Section

This section is responsible for the development, implementation, administration, and review of recruitment/staffing and staffing control policies as they affect the classified and unclassified service, agencies, boards, and commissions.

B. Staffing Section

To assist ministries in obtaining candidates for positions in clerical and office support occupations, this office provides a recruitment service. Candidates from the general public are referred to ministries following skills-testing, evaluation, and identification for inventory to create a pool of qualified, job-ready candidates for employment. A liaison service with secondary educational institutions is also maintained to familiarize students with employment in the government. It is also responsible for operating special-needs employment programs; e.g., handicapped persons, and for the delivery of general employment information to the public.

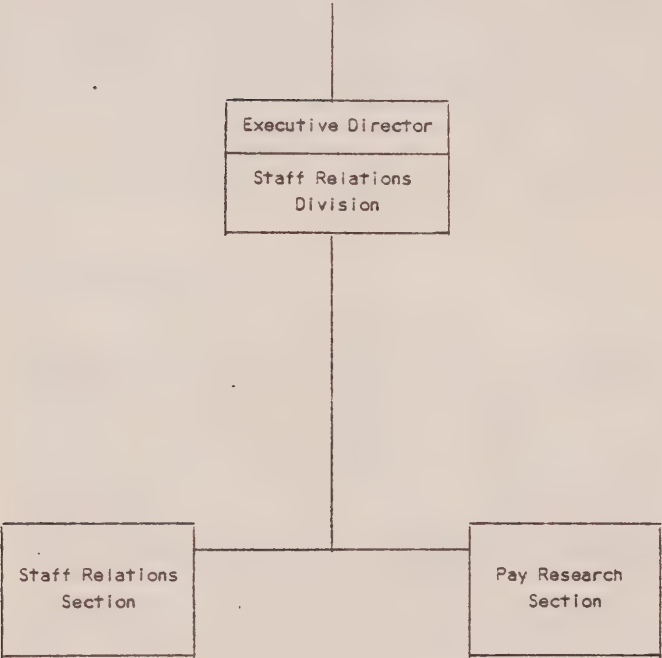
The Temporary Services Unit operates the government's temporary help program (GO Temporary), including recruitment, selection, and placement of temporary staff, payroll, and control of the utilization of GO Temporary employees by the ministries.

RECRUITMENT BRANCH (continued)C. Training Section

This office is responsible for the design, development, and delivery of a comprehensive program of training in methods and procedures of staffing for the personnel administrators and line managers of the Ontario Public Service.

STAFF RELATIONS DIVISION

Chairman
Civil Service Commission



STAFF RELATIONS DIVISION

The responsibilities of the Staff Relations Division include all negotiations on behalf of Management Board of Cabinet: of wages and salaries, employee benefits, and other conditions of employment in the Ontario Public Service. It also provides advice and assistance to ministries in preparing and presenting grievances to the Grievance Settlement Board. This division represents the government in hearings before the Ontario Public Service Labour Relations Tribunal and acts as advisor to crown agencies to ensure coordination of staff matters within the public service. In addition, it develops and maintains procedures which standardize the administration of collective agreements and other staff relations throughout the Ontario Public Service.

The Staff Relations Division is divided into two sections:

A. Staff Relations

Staff Relations is responsible for service-wide negotiations with OPSEU, which represents bargaining unit employees in the Ontario Public Service. This involves research on management's bargaining position, the selection of negotiating committees, recommendations to Management Board, and the actual negotiations. Liaison is maintained with various crown agencies governed by the Collective Bargaining Act and staff is provided in negotiations and other labour relations matters as required. Advice and support is also given to individual ministries in negotiating ministry and local agreements.

B. Pay Research

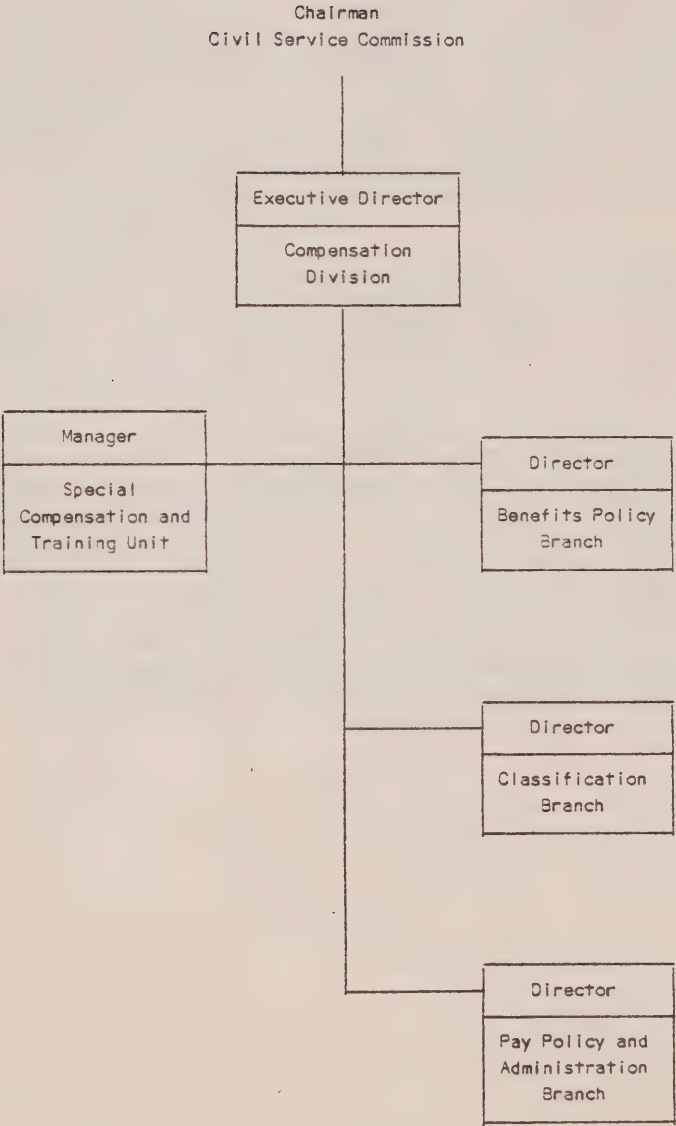
This section collects, presents, and distributes external data on compensation and conditions of employment for the purpose of collective bargaining and pay determination in the Ontario Public Service. In addition, this section is responsible for responding to requests and enquiries made by other organizations for information on compensation in the

STAFF RELATIONS DIVISION (continued)B. Pay Research (cont'd)

OPS, and the exchange of data with these organizations.

This section carries out studies to determine the relative position of the Ontario Public Service to that of other employers in the public and private sectors. Surveys of the other organizations are conducted and information from additional sources analyzed to determine current trends in compensation. Reports are then prepared and made available to government negotiators and others involved in the collective bargaining and pay determination processes. These reports form part of the recommendations to Management Board on compensation changes in the Ontario Public Service, the establishment of the government's bargaining objectives, and the justification of its negotiating position.

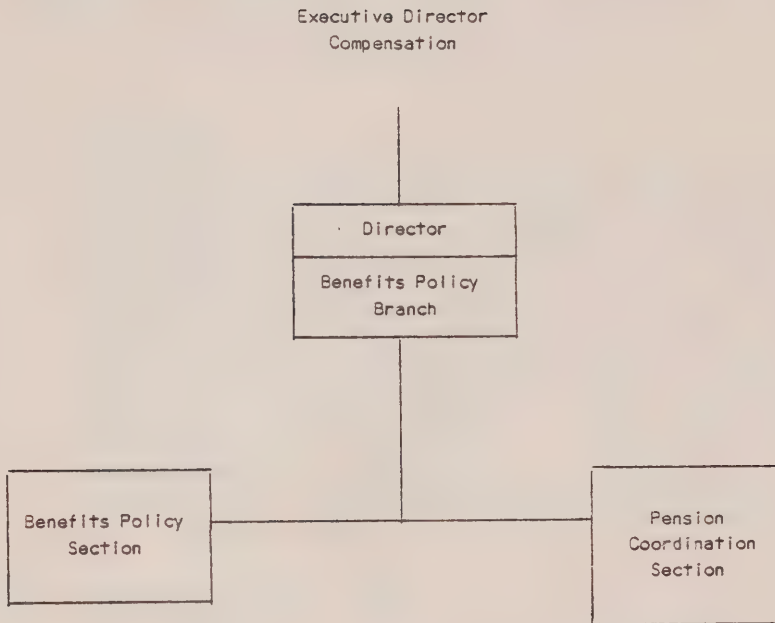
COMPENSATION DIVISION



COMPENSATION DIVISION

The Compensation Division is responsible for the design and application of those systems which determine the appropriate compensation for each classified position in the Ontario Public Service, excluding those positions which are in the senior executive structure. These systems include the development of pay, benefits, and classification policies, each of which is the responsibility of a branch within the division. These branches report to the Executive Director, Compensation Division, who in turn reports directly to the Chairman, Civil Service Commission.

The division also has a Special Compensation and Training Unit, which is responsible to the Executive Director for providing advice and consultation on special compensation problems which have cross-divisional/Commission implications, or which relate to specialized groups within the Ontario Public Service. In this capacity, the unit has a special responsibility for maintaining an appropriate relationship between compensation systems employed for the general management and the executive structures. In addition, the unit provides advice and consultation on the use and application of current and emergent technologies in the compensation field; e.g., computerization of the job-evaluation process, and provides a range of training services in new methodologies/approaches in compensation to personnel specialists and managers across the service.

BENEFITS POLICY BRANCH

BENEFITS POLICY BRANCH

Within certain financial and bargaining constraints, this branch develops, maintains, and advises upon the Ontario Public Service employee benefits program, and coordinates development and implementation of policy on some fifty public-sector pension plans.

There are two sections in this branch:

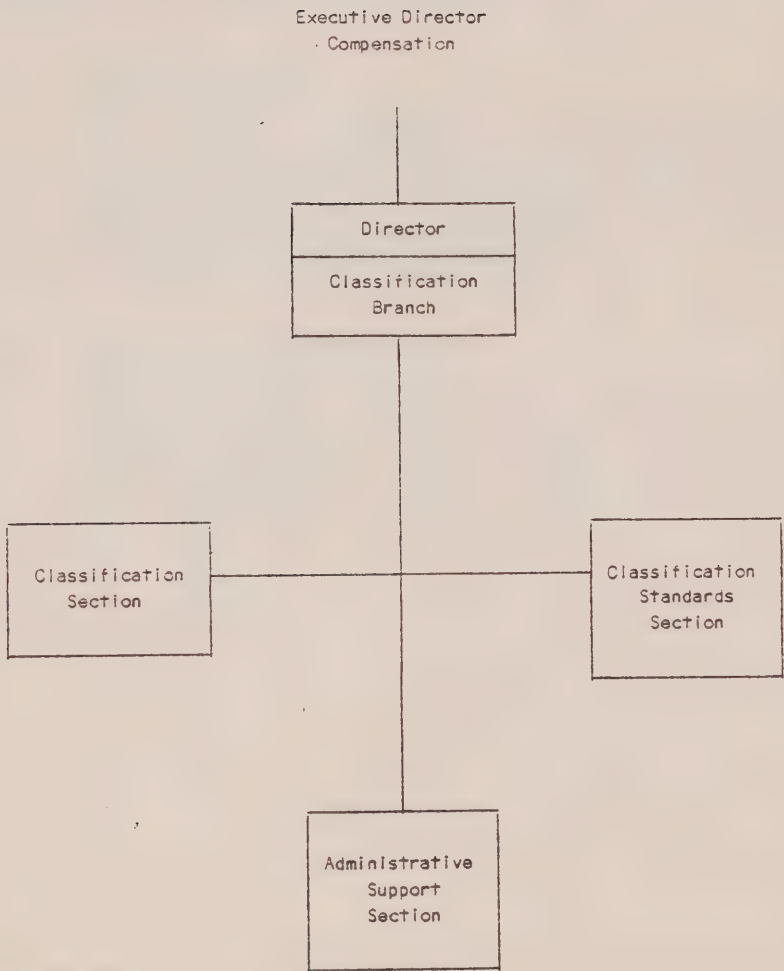
A. Benefits

This section deals with benefits policy for the civil service. It works closely with the Staff Relations Division to prepare management's bargaining position on benefits and develop recommendations regarding the Public Service Superannuation Fund. The section also provides advice and guidance to the Employee Benefits Branch and the Employee Data Branch of Government Services, who implement the policies on pensions, insured benefits, and negotiated benefits. The personnel directors of the ministries are also aided by this section in interpreting policies, developing guidelines, and training their own benefits specialists.

B. Pension Coordination

This section is involved in the development of overall pension and insured benefits policy, which will coordinate the application of the more than fifty pension plans in the public sector. This entails formulation of a common system for evaluating pension plans and related insurance benefits. The section works closely with the ministries of Treasury and Economics, Health, Education, and Colleges and Universities to analyze all recommendations for pension improvements before submission to Management Board. In addition, the section administers The Superannuation Adjustment Benefits Act.

CLASSIFICATION BRANCH



CLASSIFICATION BRANCH

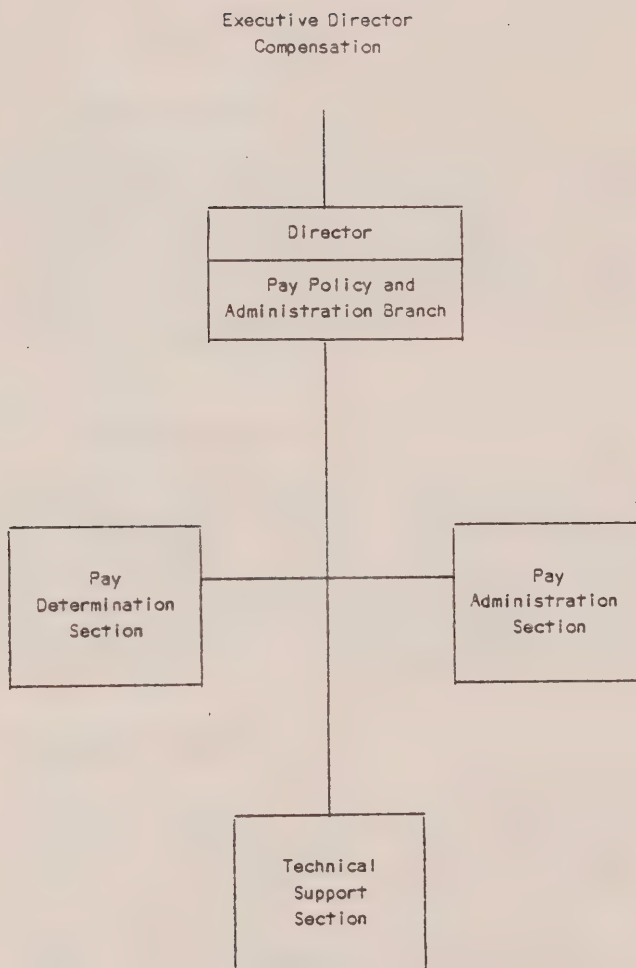
The Classification Branch develops, maintains, and administers the classification systems for all non-executive positions in the Ontario Public Service, subject to collective bargaining constraints. The branch is divided into two sections:

A. Classification

This section is responsible for the development of classification policies and the application of classification policies and standards. It also monitors position administration and delegates classification authority to various ministries and government agencies.

B. Classification Standards

The responsibility for development and maintenance of all classification standards lies here. The section also provides expertise to government negotiators in reaching agreement with bargaining agents on classification systems.

PAY POLICY AND ADMINISTRATION BRANCH

PAY POLICY AND ADMINISTRATION BRANCH

This branch develops the pay technology required to meet the needs of the Ontario Public Service, which includes policy, pay structures, computerized information systems, and pay application rules.

This branch is comprised of three sections:

A. Pay Determination

It is here that the specific pay structures and specialized systems for classes excluded from the bargaining unit are established. The section reviews union pay demands and participates in the development of the employer's bargaining stance. It also develops the computerized systems required to forecast, monitor, and reconcile pay information.

B. Pay Administration

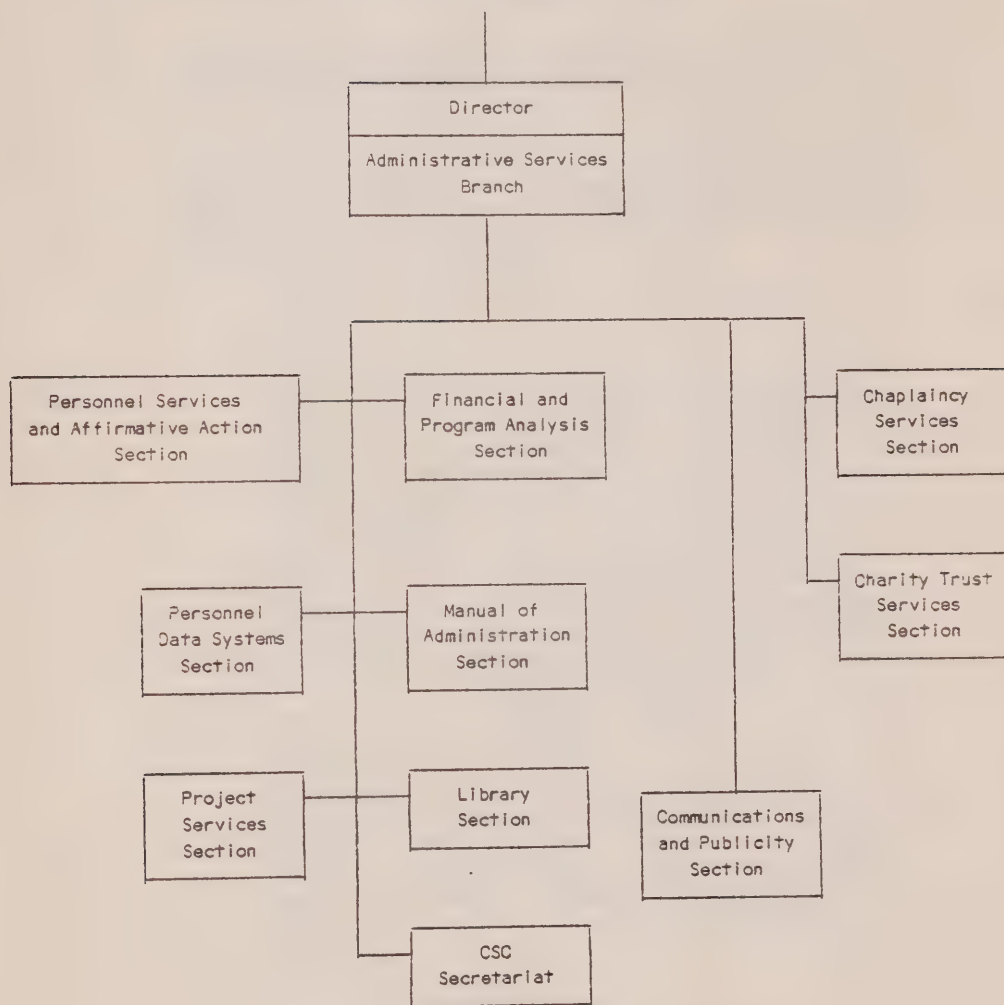
Policies, guidelines, rules, and directives governing both regular and premium (overtime, holiday) pay are developed and maintained by this section. This involves updating the manuals covering pay administration and providing advice and guidance to ministries. The section is also responsible for rental policy of government-owned accommodation to employees.

C. Technical Support

This section maintains the master pay and class records, controls the input of pay and class data into the IPPEB (Integrated Personnel, Payroll, and Employee Benefits System) computer, performs costing and statistical calculations, and makes recommendations to the Commission and Management Board. It also publishes salary schedules and pay directives.

ADMINISTRATIVE SERVICES BRANCH

Chairman
Civil Service Commission



Support for Branches in the Commission

Services to the Ministries

ADMINISTRATIVE SERVICES BRANCH

This branch performs a number of roles in support of the work of the Commission, providing:

A. Support Services to Other Branches in the Civil Service Commission

The branch supports the operations of other branches in the Commission by providing expert advice, gathering and providing information, maintaining records, and, periodically, exercising certain delegated internal controls on behalf of the Chairman.

1. PERSONNEL SERVICES AND AFFIRMATIVE ACTION

This section is responsible for providing a range of personnel services to the management and staff of the Commission and Management Board Secretariat. Its functions include advising on benefits, classification, and other personnel programs. The Personnel Services Manager is also responsible for coordinating the Commission's Affirmative Action Program. Direct accountability for meeting AA program goals has been delegated to Commission managers.

2. FINANCIAL AND PROGRAM ANALYSIS

This section provides the management of the Civil Service Commission with advice, analysis, and control services on special accounting, budgetary matters, estimates, MBR (Management by Results), and internal information systems.

3. PERSONNEL DATA SYSTEMS

The data which is often required by the Commission on positions, employees, and the organization of other ministries is maintained here in hard-copy form. This section operates the computer systems of the Civil Service Commission and provides technical advice and service on matters relating to systems

ADMINISTRATIVE SERVICES BRANCH (continued)

A. Support Services to Other Branches in the Civil Service Commission (continued)

applications. It also serves as a liaison with the Employee Data Services Branch in the Ministry of Government Services which operates IPPEBS (Integrated Personnel Payroll Employee Benefits System) and related systems; e.g., CARS (Central Absence Reporting Systems).

4. MANUAL OF ADMINISTRATION

The policies and procedures for service-wide personnel administration are codified in a Manual of Administration. The editing, publication, and distribution of this manual are handled by this section on behalf of the Commission. Special word processing equipment is used for work, and this facility is available to the rest of the Commission.

5. PROJECT SERVICES

Currently, the Commission is undertaking a number of projects for which professional staff are borrowed from various ministries. This section was established to provide clerical and secretarial support to these projects and to ensure continuity and thus attain economies of scale. Project Services also assists the director on coordinating the administrative services of Treasury and Economics; e.g., accommodation, equipment, and inventory.

6. LIBRARY

The library maintains an up-to-date record of management and personnel administration and can be used by all parts of government. Books and periodicals are available on loan and all publications are ordered for CSC use. The library has a (limited)

ADMINISTRATIVE SERVICES BRANCH (continued)

A. Support Services to Other Branches in the Civil Service Commission (continued)

research capacity to compile available material on given topics, which is provided upon request to staff in assistance with various publications and other media in the Commission.

7. CIVIL SERVICE COMMISSION SECRETARIAT

This office is responsible for administrative support services to the Chairman and commissioners. It is designed to provide a continuum of function and availability of resource material for both the Civil Service Commission and the staff of the Commission at the decision-making levels. This involves preparation and consolidation of background materials and preparation and documentation of materials for meetings of both the Civil Service Commission itself and internal management meetings. (See pages 8-10.)

B. General Government-wide Services

The branch provides direct staff-related services to line ministries across the government, thus providing a line function much like that of other ministries.

1. COMMUNICATIONS AND PUBLICITY

This section is unique in that it provides services to both the staff of the Commission and the general Ontario Public Service. It is responsible for the publication of Topical, a bi-weekly newspaper which describes government programs. Job Mart, a weekly publication, is also produced here. It notes vacancies in the Ontario Government and thus acts as a vehicle for the Staffing Division of the Commission. It appears as a section of Topical every second week. These two papers are distributed to all civil servants throughout the

ADMINISTRATIVE SERVICES BRANCH (continued)

B. General Government-wide Services (continued)

province and are also available in the government bookstore. Currently, four special issues are mailed to OPS penitentiaries each year.

2. CHAPLAINCY SERVICES

This section has the responsibility of ensuring that there is an adequate supply of trained clergy available to government institutions for chaplaincy positions and that the chaplaincy service provided is coordinated and in keeping with existing government standards and policies. The chaplains on staff in a number of ministries provide pastoral care to inmates and residents in institutions of the Ministries of Correctional Services, Health, and Community and Social Services. The Chaplaincy Coordinator acts as the focus for liaison between these ministries and the Interfaith Committee of the Council of Churches.

The new concept of Regional Coordinators of Pastoral Services is given direction and supervision from this section. The function of the Regional Coordinator is to enlist, train, and coordinate the work of the community churches. At the moment, there are four regional coordinators and one overall coordinator, with plans to have nine regional coordinators in two years.

3. CHARITY TRUST OFFICE

Many of the more than 70,000 people in the Ontario Public Service are involved in a wide variety of charitable activities. This section, on behalf of the government as an employer, provides coordination of the United Way and Cancer Society and Heart Foundation appeals throughout Ontario. It also extends this service to the Cancer and

ADMINISTRATIVE SERVICES BRANCH (continued)B. General Government-wide Services (continued)

Heart appeals and Employee Blood Donor Clinics within Metro Toronto and the surrounding area.

4. QUARTER-CENTURY CLUB

Currently coordinated by the Director, the club was established by a group of public servants for employees of the Ontario Government, who, after 25 years of continuous service, are entitled to membership. Regional banquets across the province are held annually for people who are "Quarter-Century Club" members.

C. Other Responsibilities

Given the range and variety of services provided, sections within the Administrative Services Branch operate somewhat independently of each other; they report to the Chairman of the Civil Service Commission through the Branch Director.

The Branch Director also has responsibilities outside the day-to-day operations of the various sections; e.g., coordinating the comptroller function for the Civil Service Commission, publishing an internal staff newsletter called "CSC News", and developing related policies and programs for Commission staff, such as the internal Orientation Program for new Employees. Staff of the various sections support these activities.

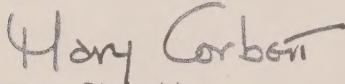
ACKNOWLEDGEMENT

I would like to acknowledge the contribution of Pauleen Sipes, an Experience '80 student, who prepared this handbook for use of new staff in the Civil Service Commission.

I would also like to take this opportunity to thank the executive directors and directors who provided the outline descriptions of their branch operations--on very short notice! In addition, my special thanks to Mrs. Cynthia Bedborough, who provided much of the information as to formal decision-making processes in the Commission and who is always willing to try to help new staff understand what can be a very complicated set of procedures.

The cover was designed by John Heginbottom (Treasury and Economics) and printed "RUSH" by Rattan Suderwalla (Government Services). On behalf of the Commission, my thanks to both gentlemen for their forbearance and help.

If you have any questions about the contents of the book, please feel free to contact either me or the director/official responsible for the area about which you have questions.



Mary Corbett
Manager, Personnel Services
and Affirmative Action
Administrative Services Branch

August 15, 1980

